



Advanced IT Services



Useful Guides

# CISCO USER GUIDE



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# USER GUIDE

## MODEL: CISCO

This guide is designed to help you use your Cisco handset effectively. If you have any additional questions, please use our helpdesk to raise a ticket or call our helpful team!

This guide is specifically for the Cisco 7811 handset model. If you require an alternative model please contact our helpdesk.



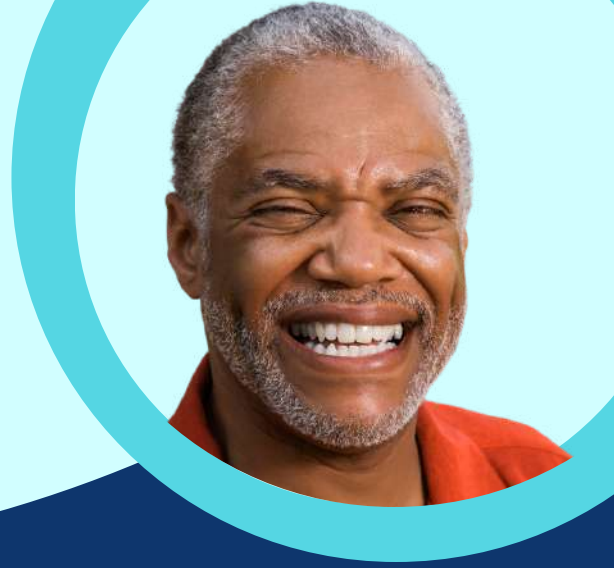
## YOUR HANDSET



- 1** Press this to listen to your voicemails.
- 2** Press this to access your settings, here you can change user preferences, phone settings and phone info.
- 3** Open this to access personal and corporate directories.
- 4** Adjust the volume of the handset, headset, speaker or ringer.
- 5** Place a call on hold.
- 6** Creates a conference call.
- 7** Press this followed by an extension to transfer an active call.
- 8** Press this to place call on speakerphone.
- 9** Mutes audio during calls and conferences. The LED indicator glows red when the mute feature is enabled.

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## How To

### Basic Call Handling

#### Answering a call

Pick up the handset to answer the call

-OR-

Using speakerphone, press the **Answer** soft key

### Placing an external call

Pick up handset and begin dialling number (dialling 9 is not required).

### Placing an internal call

Pick up handset and begin dialling extension number.

### Muting a call

1. Whilst a call is active, press the Mute button.
2. The button will illuminate (red) and the microphone will be muted.
3. To unmute, press the button a second time and the red illumination will disappear.

### Placing a call on hold

1. Whilst a call is active, press the **Hold** key.
2. To resume a call, press the **Resume** key.

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## How To

### Transferring a call

1. While a call is active, press the Transfer soft key.
2. When you hear a dial tone, dial the number to which the call will be transferred (external or internal).  
NOTE: If an error is made in dialling, press the Cancel soft key, then press the Resume soft key. This will resume the initial call.
3. For an "announced" transfer, allow the call to ring to the destination phone (do not press the Tran soft key again). Once the call is answered, verify that the call is ready to be transferred, then press the Tran soft key. NOTE: If the transfer needs to be cancelled (no answer/receiving user not able to receive the transfer), press the More soft key, then the End-Call soft key. Press the Resume soft key to resume the call.
4. For an "unannounced" transfer, press the Tran soft key after dialling the destination phone. This will send the call to the destination phone immediately (if there is no answer, the call will ring until it goes to voicemail).
5. To transfer a call directly to a user's voicemail, press the Tran soft key then dial \*\* followed by the extension. Once the user's voicemail message is heard, you may hang up to complete the transfer to the recipient's voicemail. (The message heard by the caller will be heard in entirety, even if the message begins before you complete the transfer)

### Initiating a 3-party conference call

1. While a call is active, press the Conference soft key.
2. When you hear a dial tone, dial the number (internal or external) to be conferenced into the call.
3. Once the 3rd party has answered your call, press the Conference soft key once again. This will bring the 3rd party into the conference.
4. The conference can be managed using your Yealink phone: While the conference is activated, press the Manage soft key. From this screen, you can navigate between the participants and mute or disconnect conference participants.

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### Merging a call

1. While a call is active, if another call comes to the phone, press the Answer soft key. NOTE: This will automatically place the initial call on hold.
2. To merge the two calls, press the Conference soft key. Use the navigation keys to select the call you want to merge and press OK. This will join the three calls into a conference call.

### Basic Features

#### Call forwarding

1. Dial \*72.
2. Input the number you want your phone to forward to. Call forwarding is now on.
3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
4. \*73 will deactivate call forwarding and clear the forwarding number from the system.

#### DND (do not disturb)

1. While the phone is at rest, press the DND soft key on the home screen.
2. A DND indicator will appear at the top of the screen. NOTE: Phone will not ring in DND status. All calls will be directed to voicemail.

#### Voicemail

1. Press the Message button on the phone (to the left of the navigation keys).
2. Follow voice prompts to setup voicemail features.

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## How To



### Call history

1. Press the "recents" soft key.
2. A full list of all calls will be displayed.
3. Use navigation keys (up and down) to move through list.
4. To place a call to the highlighted number, press the Send soft key then pick up the handset.
5. For call information (time, date, and length of call), press the OK button (before dialling) and navigate through the information.
6. To change the list type to display missed calls, placed calls, or received calls, use the left and right navigation keys to change the list type.
7. To clear the call history, press the Option soft key, while in a particular list. Navigate down to Delete All and press the OK soft key.

### Forward calls

1. Select a line and press forward all.
2. Dial the number that you want to forward to, or press voicemail.
3. When you return, press forward off.

### Adjust screen contrast

1. Press settings button.
2. Select **Preferences** > **Contrast**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

### Adjust screen backlight

1. Press settings button.
2. Select **Preferences** > **Backlight**.
3. Press **On** to set the backlight on or press **Off** to set the backlight off.